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242 STATE STREET  
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AUGUSTA, MAINE  
04333-0018

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## CAD Bulletin No. 2007-6

To: All Electric and Gas Utilities

From: Shawn C. Brooks, Senior Consumer Assistance Specialist

Subject: Clarification on Informational Packets

Date: October 2, 2007

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After the issuance of CAD Bulletin 2007-5, regarding Section 10(L)(4) of Chapter 815 that will require utilities to mail an informational packet by November 15 to every residential customer that has been disconnected since the end of the winter period and that has not been subsequently reconnected, the CAD has received inquiries from utilities requesting clarification on the intent of the term “disconnected”. For the purposes of Section 10(L)(4) of Chapter 815, “disconnected” refers to customers who have been disconnected for non payment. Therefore, the required informational packets should be mailed to only residential customers who have been disconnected for non payment since the end of the winter period and that have not been subsequently reconnected.

Some utilities have also questioned whether they would be able to comply with the November 15 mail date deadline for customers who may be disconnected for non payment close to the deadline. The Commission has discussed this and determined that utilities that opt to disconnect customers for non payment through November 14, as Chapter 81 currently allows and as Chapter 815 will continue to allow, are required to hand deliver the informational packets to those individual residential customers in order to comply with the requirements of Section 10(L)(4) of Chapter 815.

If you have any questions, please contact me at (207) 287-4974, ext. 2005.



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